



THE PRACTICE OF EMPLOYEE EMPOWERMENT: A CASE STUDY OF TOTAL  
QUALITY MANAGEMENT IN BILATERAL DIVISION IN MINISTRY OF  
INTERNATIONAL TRADE AND INDUSTRY (MITI)

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BACHELOR OF BUSINESS ADMINISTRATION  
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MELAKA

OCTOBER 2009

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MANAGEMENT IN BILATERAL DIVISION IN MINISTRY OF INTERNATIONAL TRADE AND  
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MODE A

IRENA BINTI SHA'ABAN

Submitted in Partial Fulfillment  
Of the Requirement for the  
Bachelor of Business Administration  
(Hons) International Business

FACULTY OF BUSINESS MANAGEMENT  
UiTM MELAKA

OCTOBER 2009

## DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION  
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BANDAR MELAKA

### **“DECLARATION OF ORIGINAL WORK”**

I, IRENA BINTI SHA'ABAN, (I/C Number: 840813-04-5292)

Hereby, declare that,

This work has not previously been accepted in substance for any degree, locally and overseas and is not being concurrently submitted for this degree or any other degree.

This project paper is the result of my independent work and investigation, except where otherwise stated.

All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **LETTER OF SUBMISSION**

30 October 2009

The Head of Program

Bachelor of Business Administration (Hons) International Business

Faculty of Business Management

Universiti Teknologi MARA

Kampus Bandaraya Melaka

110, Off Jalan Hang Tuah

76300 Melaka

MELAKA

Dear Sir,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled "The Practice of Employee Empowerment: A Case Study of Total Quality Management in Bilateral Division in Ministry of International Trade and Industry (MITI)" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

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IRENA BINTI SHA'ABAN

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BBA (Hons) International Business

## **ABSTRACT**

This study provides an analysis regarding employees' empowerment as one of the elements in Total Quality Management. The purpose of this study is to review the effectiveness of TQM implementation by the case of Bilateral Division in Ministry of International Trade and Industry (MITI). The case is expected to reveal the level of TQM implementation in the service sector, to be specific in MITI itself. The purpose of study, background of the study and issues are deeply elaborated in detail under chapter of Introduction as well as literature review which under the Second Chapter. In order to analyze the issues, the data collected from the primary and secondary sources. Data and information is collected from the articles, internet and journal as well as interviewing staffs and employees from Bilateral Division. Last but not least, the case will highlight certain recommendations which should be noted by MITI for the future benefit.